

## EVENT NOTIFICATION ANALYSIS (BY ISSUE)

Notification Date(s) for WorldCom Examples	Description from Notification	Ticket Severity	Ticket Open Date	Explanation	Resolution	Elapsed Business Days
11/14/02 11/18/02	When calling the Wholesale Systems Helpdesk at 8880796-9102 option3, you would have received a busy tone.	2	11/14/02	For approximately three hours on the morning of November 14, 2002, the VRU at the Wholesale Systems Helpdesk (option 3) was unavailable.  To compensate, the event notification instructed CLECs to use option 1 to reach the Interconnect Service Center, which forwarded any troubles to the Wholesale Systems Help Desk.	<i>Date Resolved:</i> 11/14/02. The VRU was fixed and service restored. Within 3 hours, CLECs could again directly access the Wholesale Systems Helpdesk.  The CLEC Community was notified of the resolution and fix date in a "closure" notification on 11/14/2002.  A subsequent notification was sent on 11/18/2002 to provide the ticket number, as the ticket number was inadvertently omitted from the initial closure notification.	3 hours
11/19/02	CLECs may receive the error "LSR requests work on disconnected account" on a live account.	2	11/19/02	In release 11.0, an edit was added to reject LSRs that are submitted against an account that has been disconnected. The edit was based on the presence of closing bill FIDS.  After investigating this ticket, Qwest discovered that, due to a software error in Qwest's back office systems, these closing bill FIDS were present on live accounts.	<i>Date Resolved:</i> 11/19/02. Qwest resolved the help desk ticket by removing the edit. The associated software errors will need to be evaluated and resolved before the edit can be re-instated.  The CLEC Community was notified of the resolution and fix date in a "closure" notification on 11/19/02.	5 hours

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11/18/02 11/19/02	CLECs may be unable to submit Supp 2 LSRs, change of Due Date. CLECs will receive the error message "This is a supp 2 LSR due date change supplemental – only VER, DDD, APT CON, DDDO, APTTIME, DFDT, SUP and EXP fields can change, please resubmit."	2	11/18/02	<p>In release 11.0, Qwest added functionality to allow Supp 2 (due date changes) LSRs to flowthrough. In order to ensure accurate flowthrough, system edits were added to only allow changes to due date related fields on Supp 2 LSRs. The list of allowable fields did not include the CLEC contact information (meaning, contact information for the specific CLEC user). If a CLEC user different from the user who submitted the original LSR submitted the Supp 2 LSR, the contact information was changed and therefore, the LSR was rejected.</p> <p>Qwest provided a workaround to the CLECs the next day indicating that if a CLEC needed to have a different user submit a due date change to an existing LSR, they could do so by submitting a Supp 3 LSR rather than a Supp 2 LSR..</p>	<p><i>Date Resolved:</i> 11/26/02. Qwest resolved this help desk ticket and eliminated the need for the work around by changing IMA to allow user contact information on a Supp 2 LSR to be changed.</p> <p>The CLEC Community was notified of the resolution and fix date through "closure" notifications on 11/19/2002.</p>	6

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11/15/02	<p>IMA EDI CLECs may receive additional information in a CSR response when submitting a CSR query.</p> <p>Qwest business rules state that the valid value for USOCs in a CSR Response is 0-999. Qwest has identified circumstances where the CSR is returning more than 999 USOCs, which may fail in the CLEC EDI translator.</p>	3	11/12/02	<p>The IMA EDI Disclosure Document only accounted for a maximum of 999 USOCs to be returned on a single CSR. A single instance was discovered where there were more than 999 USOCs on a single CSR. Because the CLEC's EDI translator only expected a maximum of 999 USOCs, the CLEC's translation of the CSR response transaction failed.</p> <p>As a workaround, CLECs could retrieve the CSR using FTP or using the partial CSR functionality.</p>	<p><i>Date Resolved:</i> 11/29/02.</p> <p>Qwest updated the IMA EDI Disclosure Document for 11.0 to account for a maximum of 9999 USOCs to be returned on a CSR. No Qwest system changes were needed for this resolution.</p> <p>If CLECs had coded their system to allow only 999 USOCs, the CLEC may need to change their system to allow for 9999 USOCs (only if they anticipate receiving CSRs with more than 999 USOCs via EDI). CLECs who do not anticipate receiving such large CSRs would not need to make any changes.</p> <p>The CLEC Community was notified of the resolution and fix date in a "closure" notification on 11/22/02.</p>	13

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11/15/02	CLECs who submit ACT=T, Outside Move, LSRs with a DDDO earlier than DDD may receive a reject.	3	11/15/02	<p>As part of the 11.0 release, Qwest implemented a new edit which no longer allowed the date populated in the Desired Due Date Out (DDDO) field to be earlier than the date populated in the Desired Due Date (DDD) field. The CLEC uses the DDDO field to provide the due date for the disconnection of the service at the old address on an outside move. Just prior to the 11.0 production deployment, Qwest determined that this situation (having a DDDO prior to a DDD) can be valid for an outside move.</p> <p>As a workaround, if a CLEC needed to set the DDDO prior to the DDD on an outside move request, the CLEC submitted two requests, one for the disconnect at the old location and one for the new service at the new location.</p>	<i>Date Resolved:</i> 11/21/02. Qwest removed the new edit and notified CLECs in the “closure” event notification which was sent to CLECs on 11/15/02.	4

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11/22/02	CLECs may receive FOCs that contain missing APP times on conversion LSRs.	3	11/21/02	After the implementation of release 11.0 of IMA, Qwest was not populating the APP time on the FOC for conversion LSRs even though the APP time was populated on the LSR.	<i>Date Resolved:</i> 11/26/02. Qwest resolved this help desk ticket by changing IMA to use the APP time from the LSR as the APP time on the FOC. This is consistent with the functionality prior to the 11.0 release.  The CLEC Community was notified of the resolution and fix date in a "closure" notification on 11/26/02.	4
11/23/02	CLECs may receive error: "Error Processing Request: OSS Gateway: No Data Returned Bus Empty" when performing Service Availability Query (SAQ) on Residential orders.  NOTE: In the above error message "Bus" means "Business."	4	11/19/02	When requesting residential Service Availability data, the CLEC may incorrectly receive the "business" error message instead of the "residential" error message. The error message text should not impact a CLEC's ability to understand the actual intent of the error message, which is that data could not be found for the inquiry.	<i>Planned Fix Date:</i> 12/16/02. Qwest will resolve this help desk ticket by correcting the error message to provide a "residential" rather than the "business" error message for residential inquiries.  The CLEC Community was notified of the resolution and fix date in a "closure" notification on 11/25/2002.	18